

Greyhound Lines, Inc.



Intercity Bus Service Presentation
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Greyhound Lines, Inc. - Overview

- Greyhound Lines, Inc. is the largest North American provider of intercity bus transportation, serving more than 3,600 destinations with 19,000 daily schedules in the US & Canada and connections to all major bus lines in Mexico
- Greyhound – and its nationwide network of interline partners – is the glue that binds rural & small towns and America's urban centers: America's transit system
- Our primary product is scheduled intercity bus service, but we also offer charter, package express, and food services
- In addition to our primary products, we have begun to introduce other services:

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Greyhound Lines, Inc. - Overview

- **Greyhound QuickLink® Commuter Service** (Sacramento-San Francisco; Mt. Laurel, NJ-NYC (Wall Street))
- **Greyhound FlightLink® Airport Service** (20 airports nationwide)
- **Amtrak Throughway Service** (to more than 90 non-rail communities nationwide)
- **Cruise Lines Meet 'n' Greet Services** (on both coasts)
- **Lucky Streak® Casino Service**
- **ITS – Database Management** (for more than 130 companies)
- **Telephone Information Center Mgmt.** (for more than 130 companies)

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Greyhound Lines, Inc. - Customers

- Over 23 million people choose Greyhound every year
- Almost 32% of passengers make over \$35,000 per year
- Almost half have used an airline in the last year
- One-third have a college degree and are better educated than the U.S. population as a whole
- Many own an automobile sufficiently reliable for a trip of a similar distance, but take the bus because it is safer and cheaper --- our average ticket price is \$42

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Greyhound Lines, Inc. - Safety

- Motorcoaches are the safest mode of transportation in America
- From 1987 to 1996, U.S. interstate motorcoach travel had an average of 4.3 passenger fatalities per year
- During this same period, an average of 44,080 persons were killed per year in motor vehicle crashes of all types on U.S. highways
- Greyhound has an outstanding safety record with an accident rate one-fifth that of all commercial vehicles in the US

(Sources: National Safety Council Accident Facts - Editions 1989 - 1998 and the Federal Motor Carrier Safety Administration (FMCSA) safety and compliance audit in 2000.)

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Greyhound Lines, Inc. - Environmental

- Intercity coaches are one of the most environmentally friendly forms of transportation in America
- A single Greyhound bus takes about 16 cars off the road, and achieves 162 passenger miles per gallon of fuel
- A single car emits almost 115 times more carbon monoxide than a new motorcoach per passenger mile
- That same car emits over 181 times more hydrocarbons, which cause ozone and air toxins, than a single motorcoach
- With respect to nitrogen oxides (which cause ozone and acid rain), a car is more than two times worse than a motorcoach and almost four times worse with respect to carbon dioxide, a greenhouse gas

(Sources: EPA's National Vehicle and Fuel Emissions Laboratory and Detroit Diesel test information for more than 700 of Greyhounds newest engines.)

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Greyhound Lines, Inc. - Intermodalism

- The future of passenger transportation is the seamless connection of services between intercity air, bus, rail and local/regional modes
- Seamless connections require a physical facility & information that brings all the modes and their passengers together in one place
- Greyhound is a tenant in more than 100 rural, small urban and urban intermodals centers, with planning & development for over 100 more
- Greyhound's future (& good regional transportation) depends on improved connectivity with other modes in all communities; we are committed to -- and have become a leader in -- intermodalism in America

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Greyhound Lines, Inc. - Partnerships

- Traditional public sector thinking about Greyhound needs to change: we are a partner, not a vendor
- We want to raise awareness of the unique role we can play in the provision of public transportation services
- We can apply our capital & know how to transportation problems: a new ethical partnership offering safe, dependable service, implemented quickly and provided with trained/dedicated union labor
- Greyhound has developed partnerships in a growing number of communities & tailored intermodal solutions to the needs of each, and we'd like to do more

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Greyhound Lines, Inc. - Partnerships

- Greyhound partners with local, regional and national public transportation providers every day, with features ranging from:
 - Simple curbside passenger connections to transfers with local & regional bus & rail services in intermodal facilities
 - Standard leases & standard commission agent agreements to joint use & development agreements
 - Privately funded commuter service to unique express bus partnerships, and
 - Intermodal facility & ITS partnerships to joint sales & ticketing agreements

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Greyhound Lines, Inc. - Recommendations

- Greater emphasis should be placed on seamless connections between air, rail, local public transportation and scheduled intercity bus service.
- Access to airports throughout Michigan by intercity bus and local public transit services should be required if an airport receives federal or state funds.
- Express & commuter service can be a low-cost and energy efficient service provided by intercity bus to improve air quality and traffic congestion.
- Service and geographic boundaries established by state and federal law for local public transit and intercity bus service must remain clear and be enforced by the State of Michigan.

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Greyhound Lines, Inc. - Recommendations

- Like all other forms of public transportation, intercity bus service is facing a financial crisis. Intercity bus service in MI has been reduced and eliminated, and more cuts are planned. Flexibility in the MDOT intercity bus programs must occur if the state wants to retain these important services.
- If Michigan is serious about its support for intercity bus services, MDOT should revise its TEA-21 reauthorization objectives by removing the call for the elimination of the FTA 5311(f) program.
- In closing, thank you for the opportunity to be here today. If you have any questions after I leave, Roger Haynes, Greyhound MI representative, is available to discuss those.

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